Cloud9 Quick Start Guide for 365 Retail Markets

Contents

1. Create Merchant Account on Cloud9's website. 2
1.1 Logon Cloud9's website as Dealer Admin or Store Admin: 2
1.2 Create Merchant Account. 2
2. Configure CreateLine. 9
2.1 Install CreateLine 9
2.2 CreateLine Settlement, Authorization and Connection Configuration 9
2.3 CreateLine Business Configuration 16
3. Integrate your POS with CreditLine as before. 20
4. Configure and Run the Cloud9's FrontEnd. 20
5. Check the Report. 22
6. The operations of the transactions on website. 23

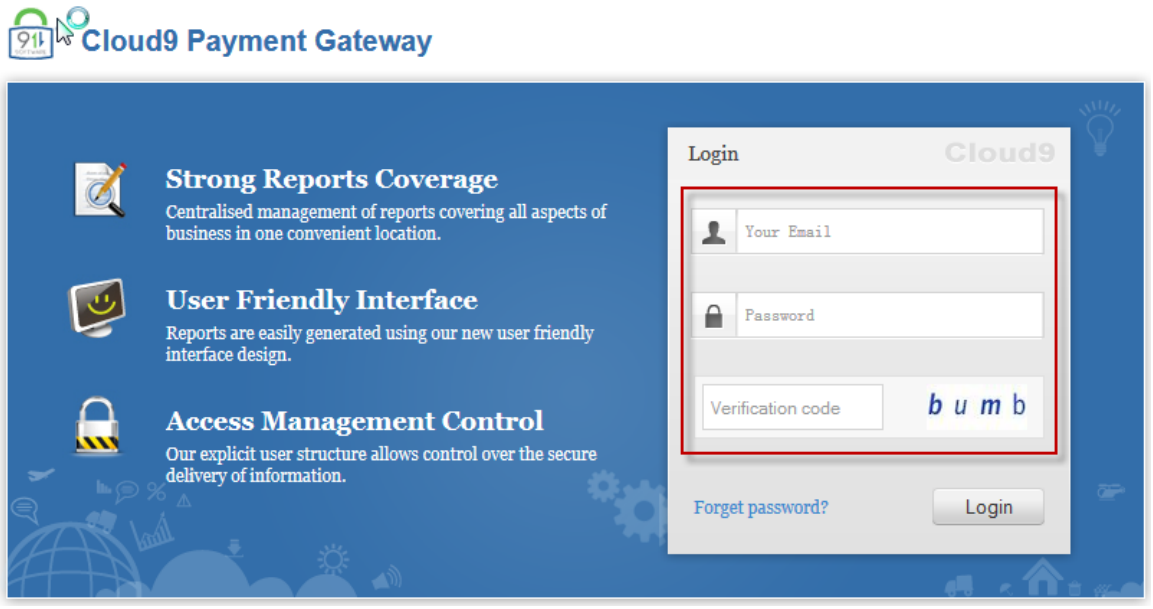
1. Create Merchant Account on Cloud9's website.

1.1 Logon Cloud9's website as Dealer Admin or Store Admin:

Click https://www.c9pg.com/cloud9/web/

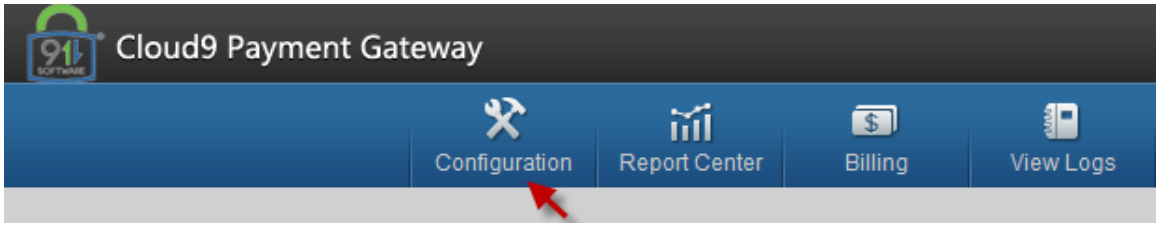
Please input Your Email, Password, and Verification Code, then click Login button.

If your do Not have account, please contact your dealer or 911software's support.

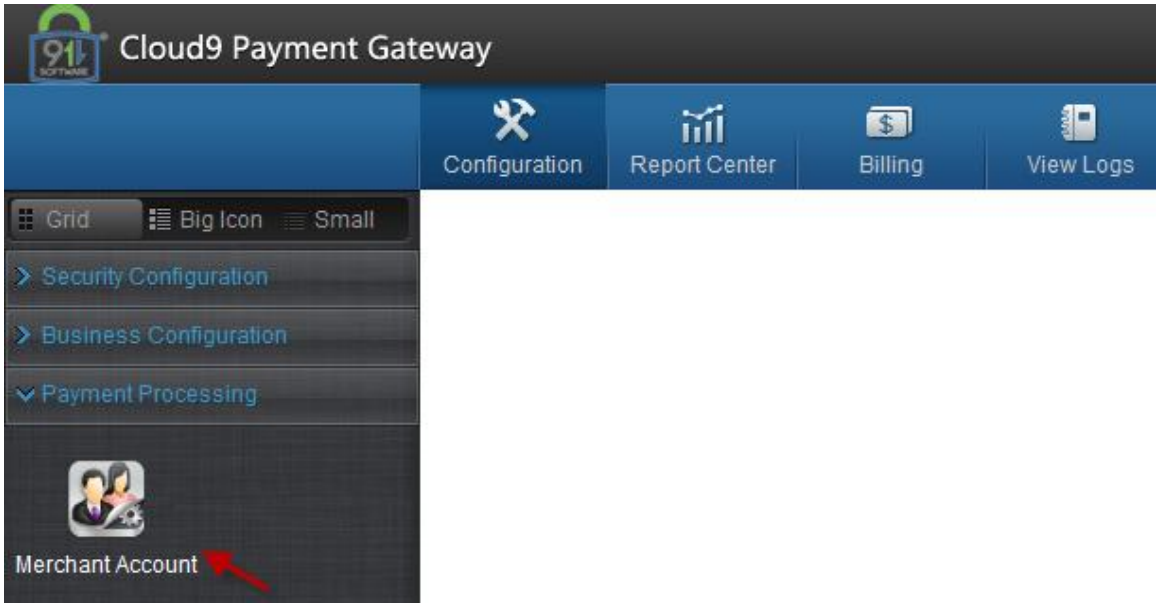


1.2 Create Merchant Account.

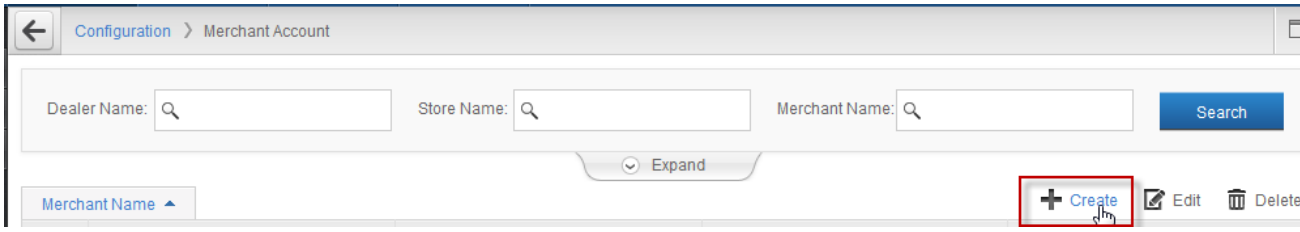
1.2.1 Click Configuration on the navigation.



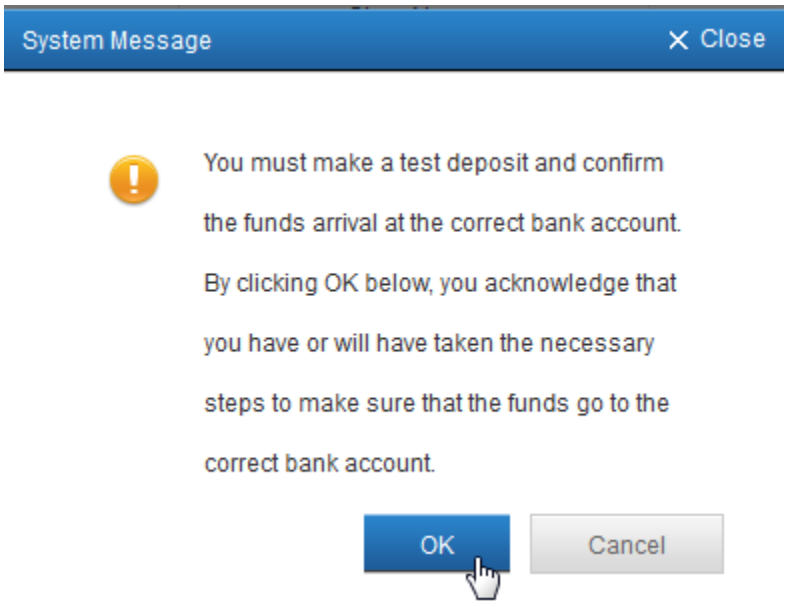
1.2.2 Click Merchant Account under Payment Processing.



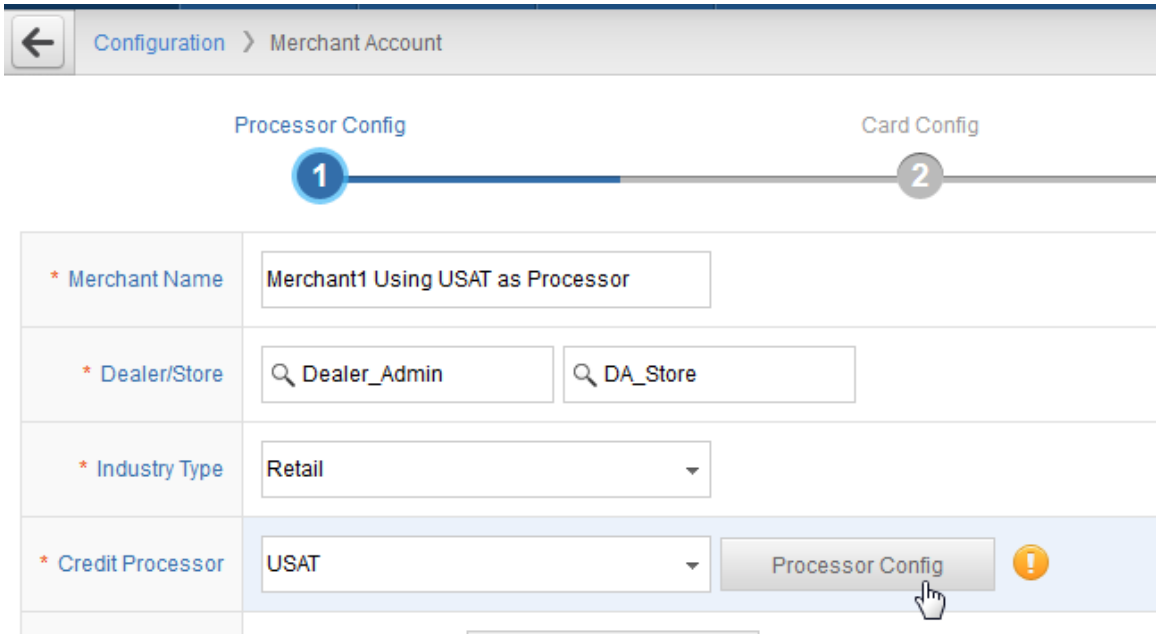
1.2.3 Click Create icon on the right.



1.2.4 Click OK button on the popup page.

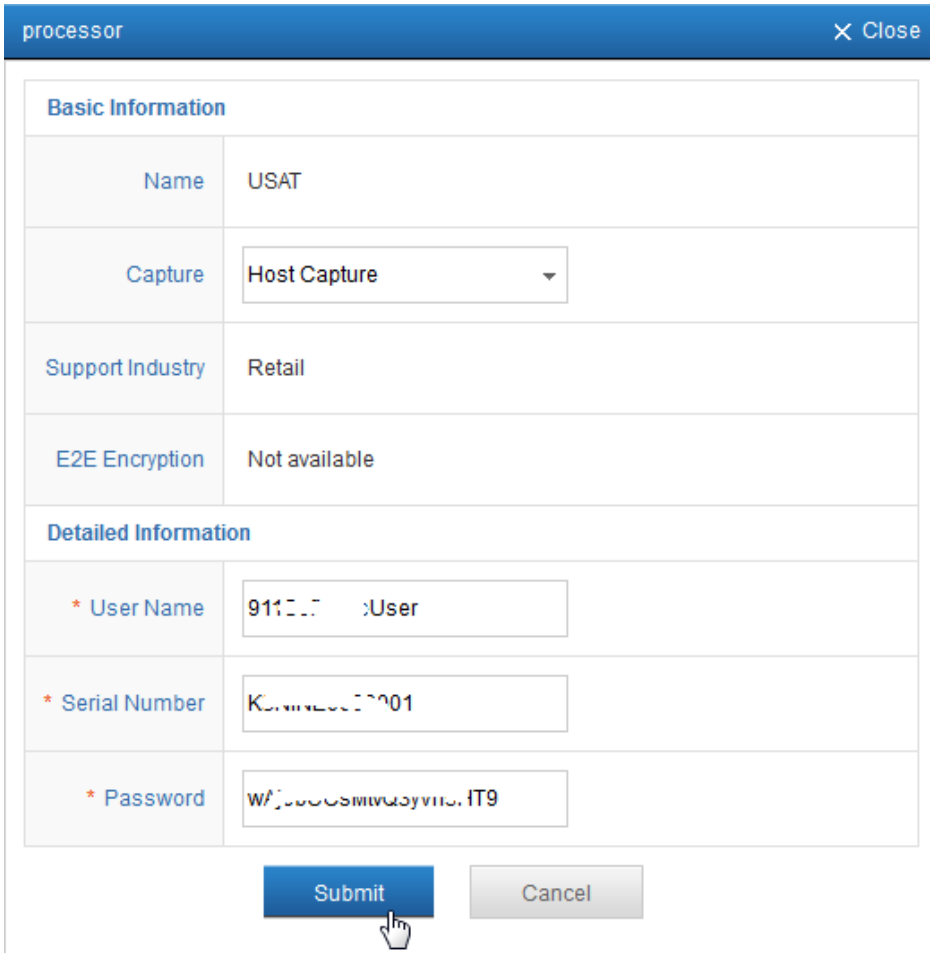


1.2.5 Please input the Merchant Name, select the Dealer/Store, Industry Type and Credit Processor. Then click Processor Config button.

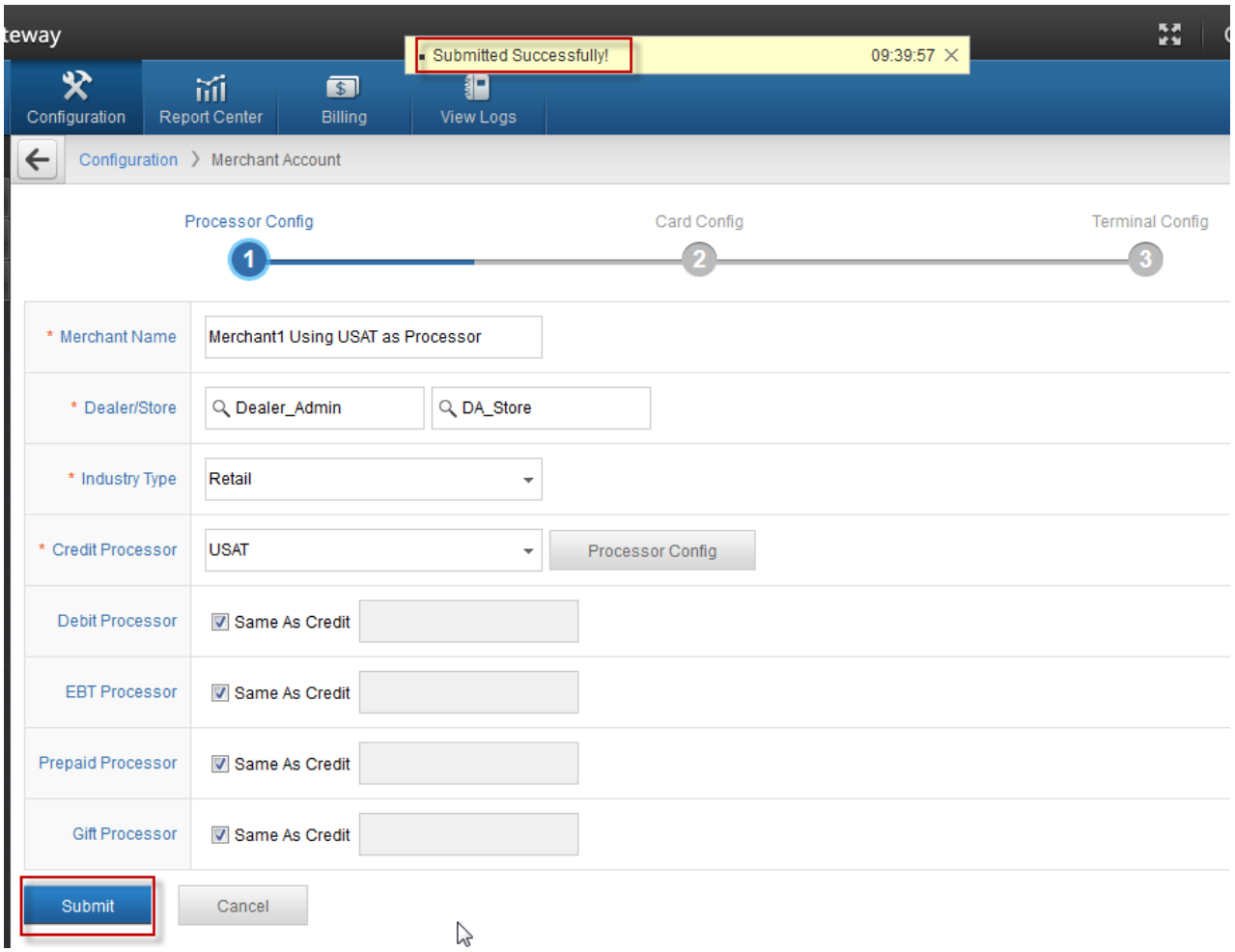


1.2.6 Please enter your User Name, Serial Number, Password from USAT. Then click Submit.

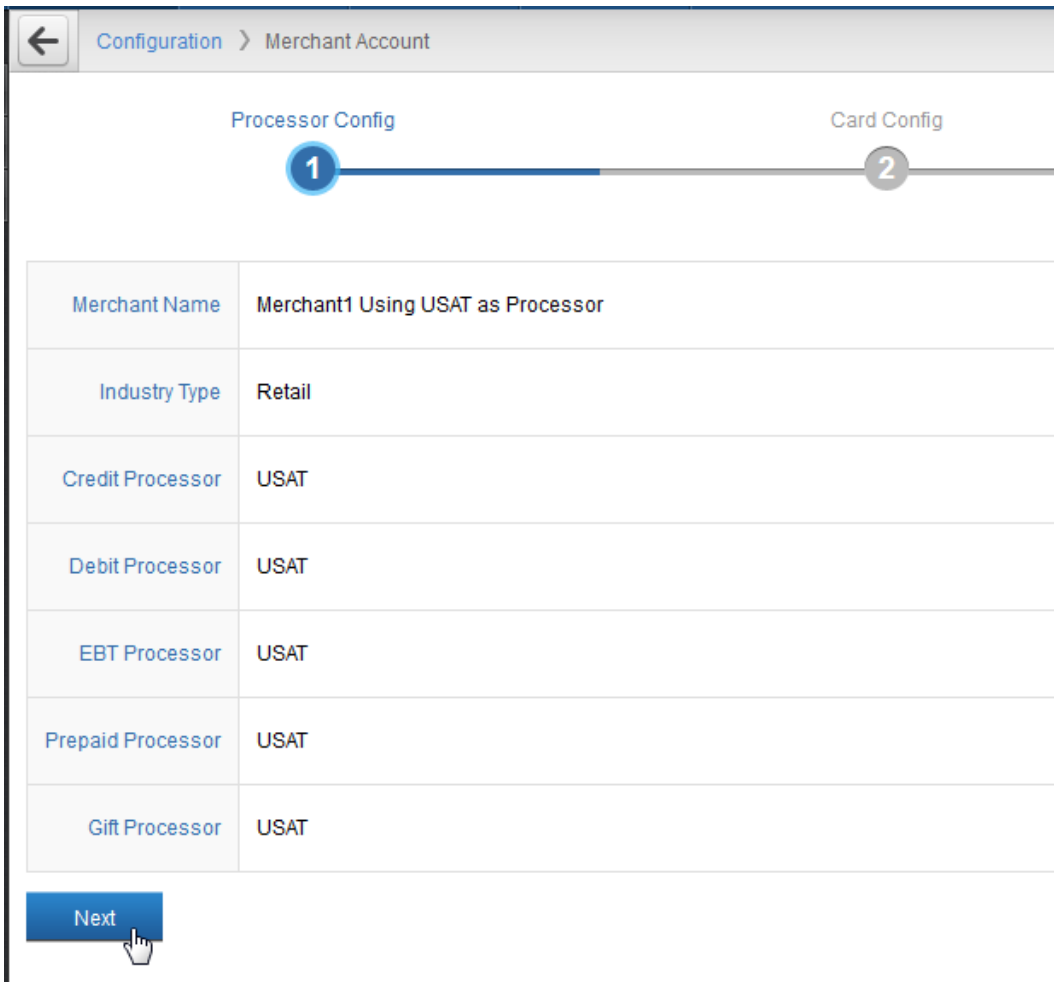
If you do NOT have the configuration, please contact USAT's support.



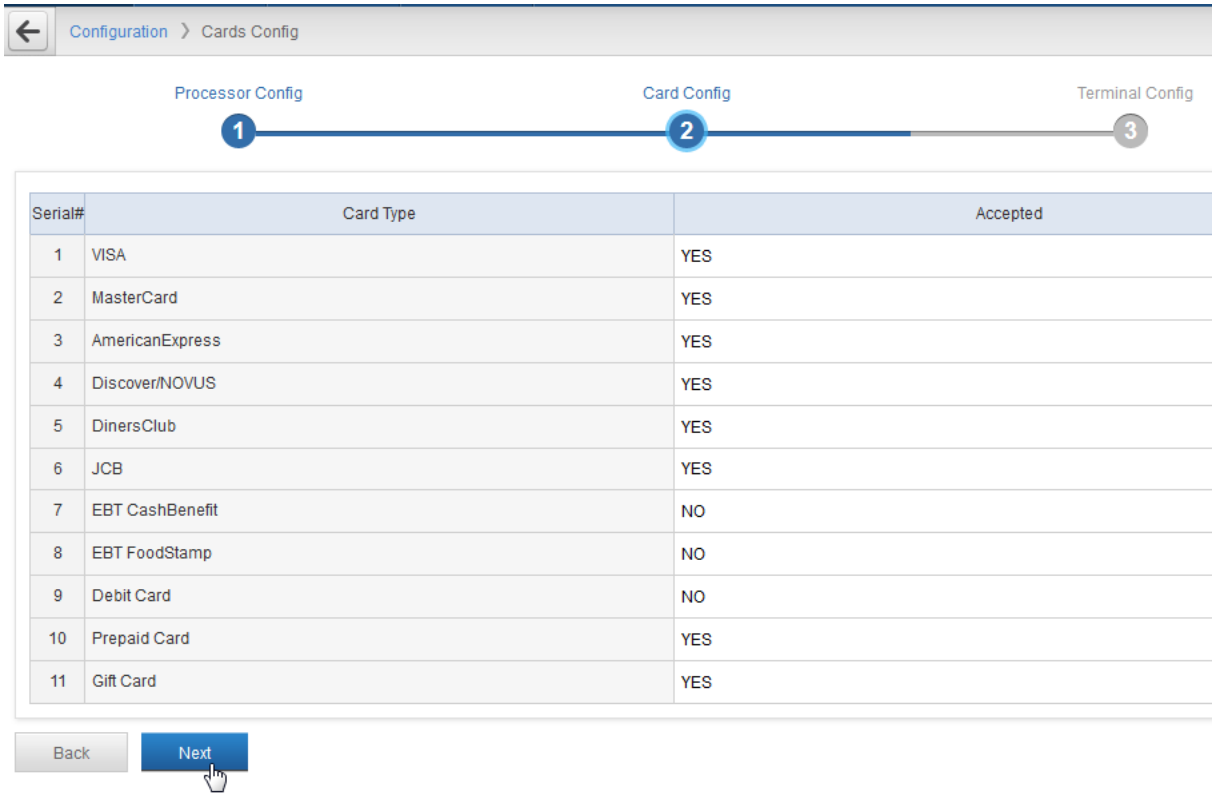
1.2.7 If you got the Submitted Successfully message, then click Submit button under the website.



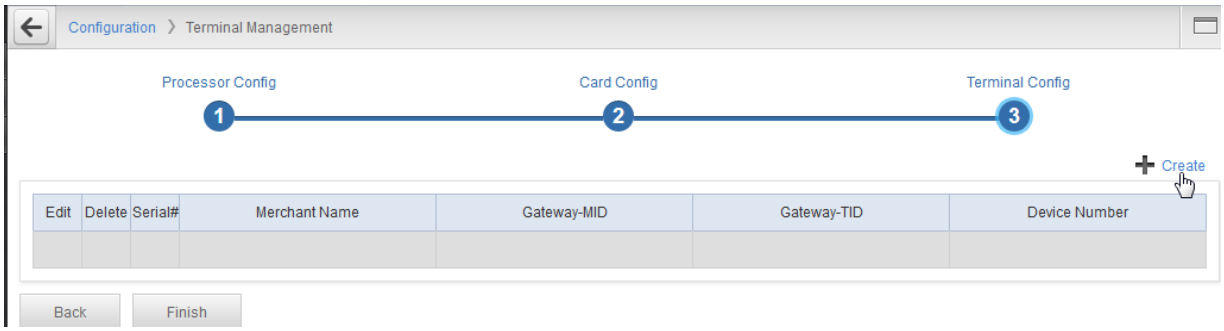
1.2.8 Click Next.



1.2.9 Please configure your accepted card type, then click Next.

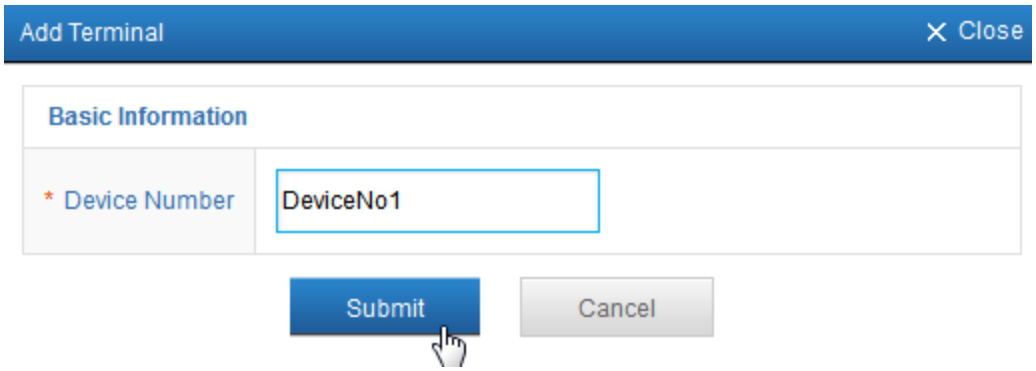


1.2.10 Please click Create icon on the right.

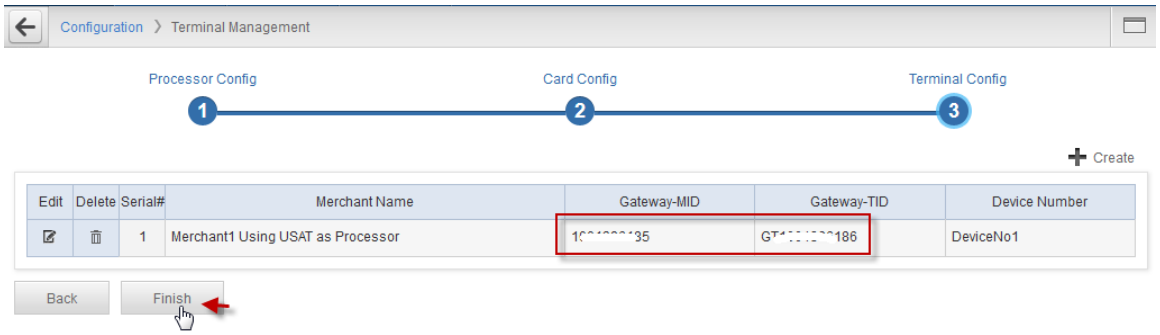


1.2.11 Please enter the Device Number then click Submit button.

If you have multiple POS terminal, you can create multiple Terminal with different Device Number, such as 001~009.



1.2.12 Please record the Gateway-MID and Gateway-TID, then click Finish button.
The Gateway-MID and Gateway-TID is used to configure CreditLine.



2. Configure CreateLine.

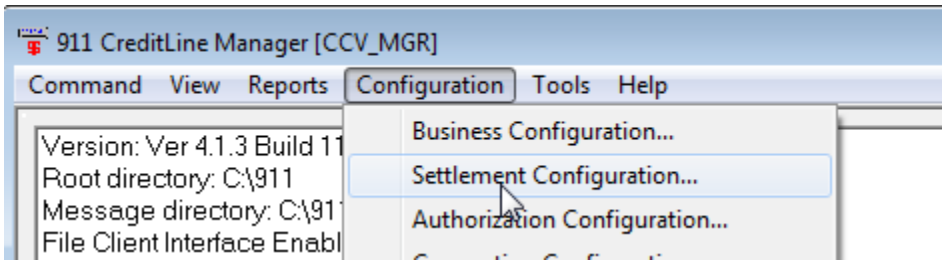
2.1 Install CreateLine

Please download *CreateLine4.1.3Build1186.6SP3.exe* or newer version.
You can download the latest version on 911software's website:
https://www.911software.com/downloads/

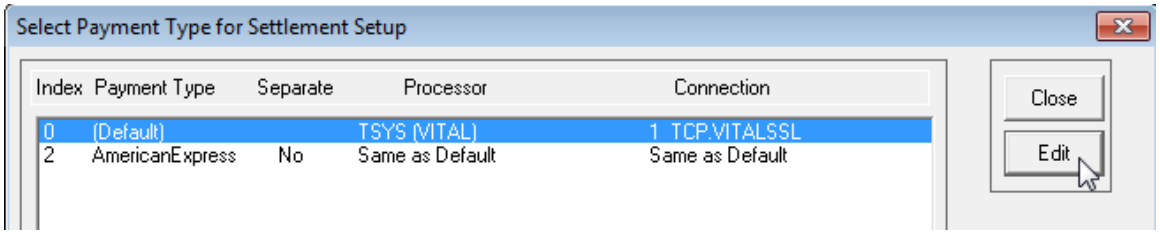
Install *CreateLine4.1.3Build1186.6SP3.exe*

2.2 CreateLine Settlement, Authorization and Connection Configuration

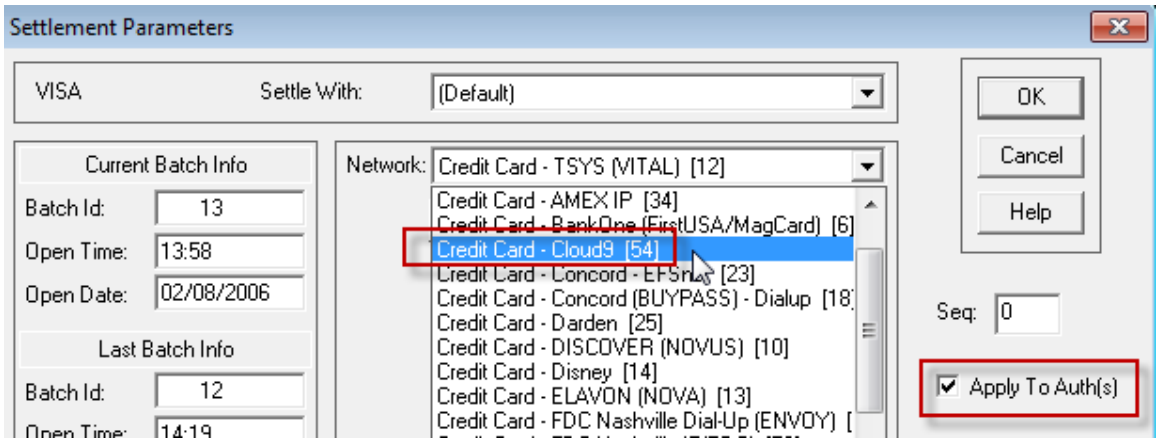
2.2.1 Please logon CreditLine Manager then navigate to Configuration->Settlement Configuration.



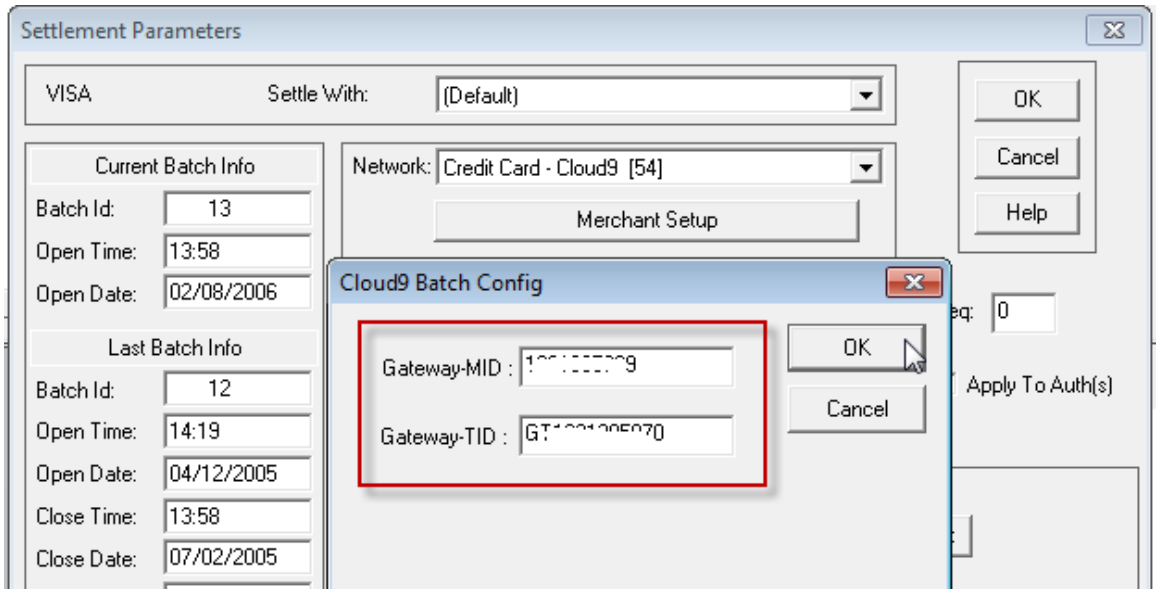
2.2.2 Click Edit



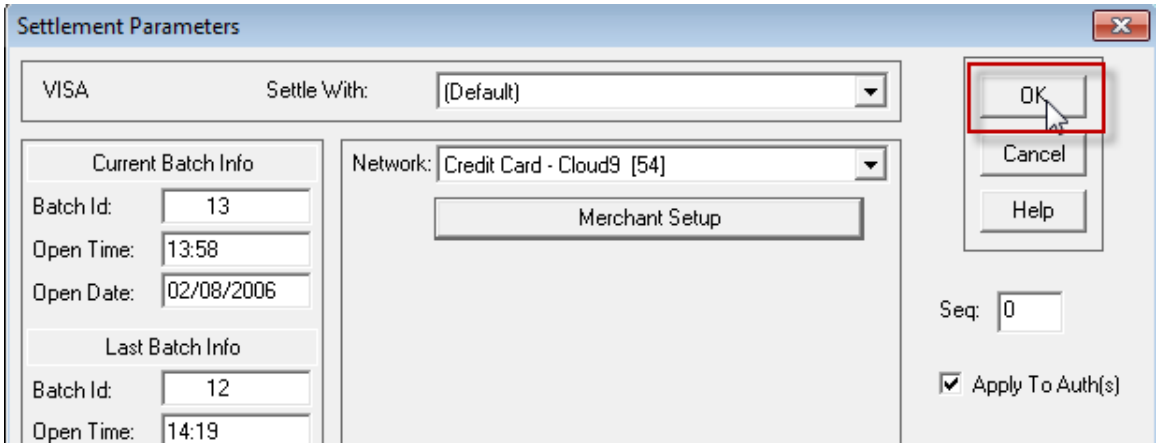
2.2.3 Ensure the Apply to Auth(s) is checked, then select Credit Card-Cloud9 in the Network drop-down box.



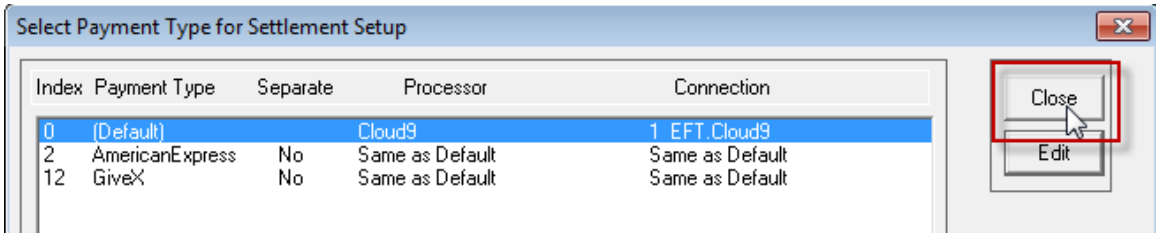
2.2.4 Please enter the Gateway-MID and Gateway-TID recorded in 1.2.12 then click OK.



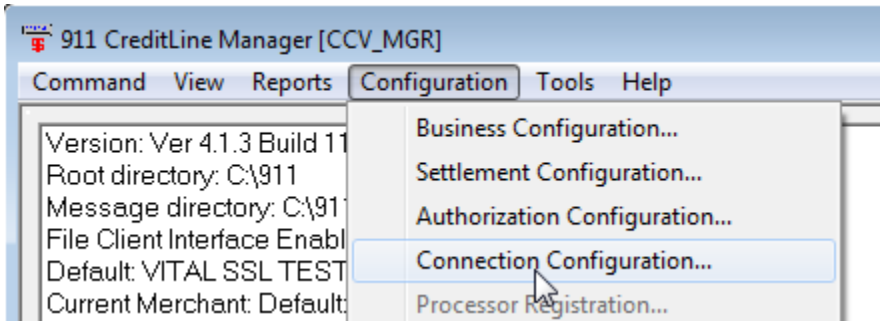
2.2.5 Click OK.



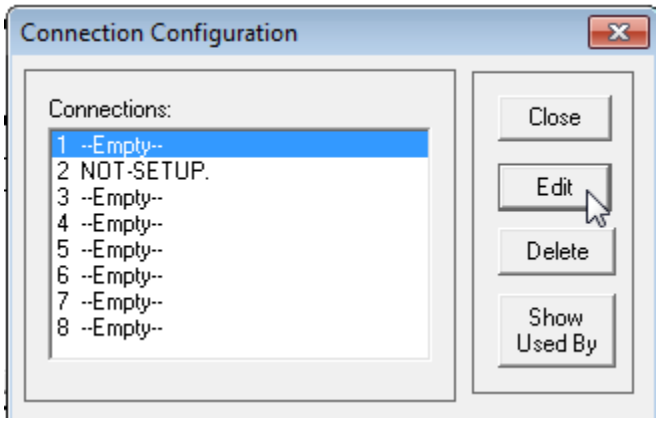
2.2.6 Click Close.



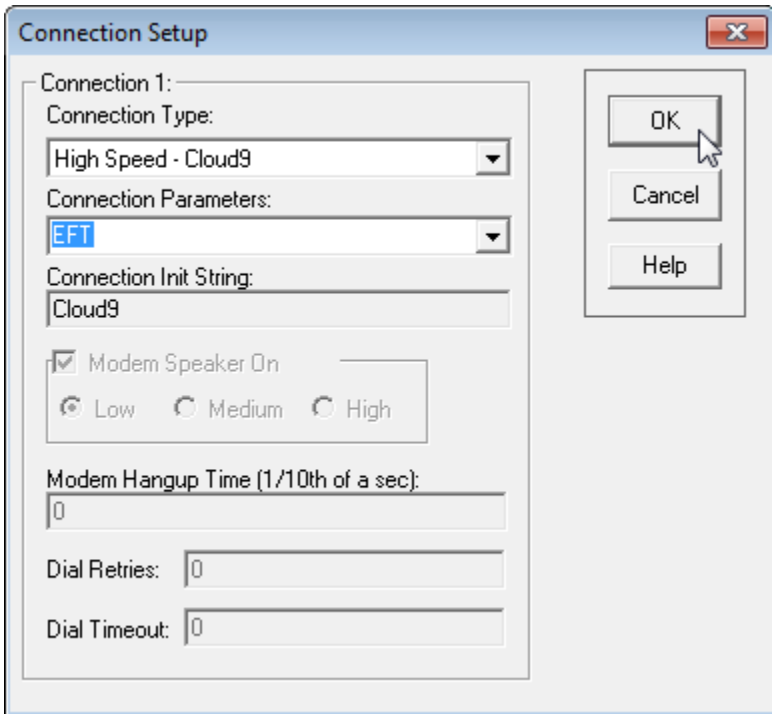
2.2.7 Navigate to Configuration->Connection Configuration then click Edit on the popup page.



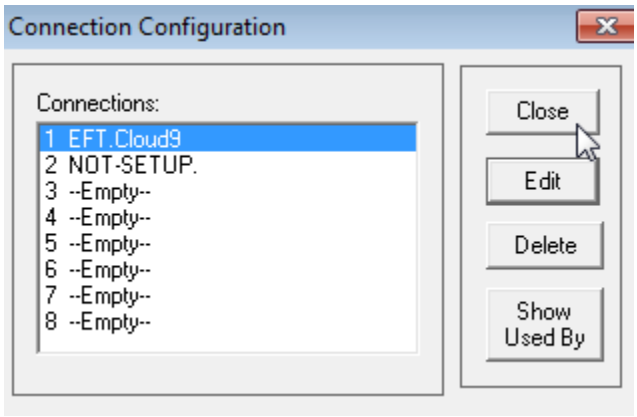
2.2.8 Click Edit.



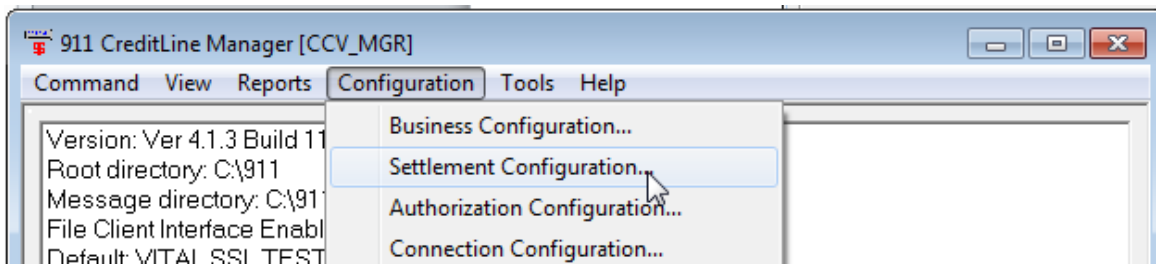
2.2.9 Select High Speed-Cloud9 as Connection type, select EFT as Connection Parameters, then click OK.



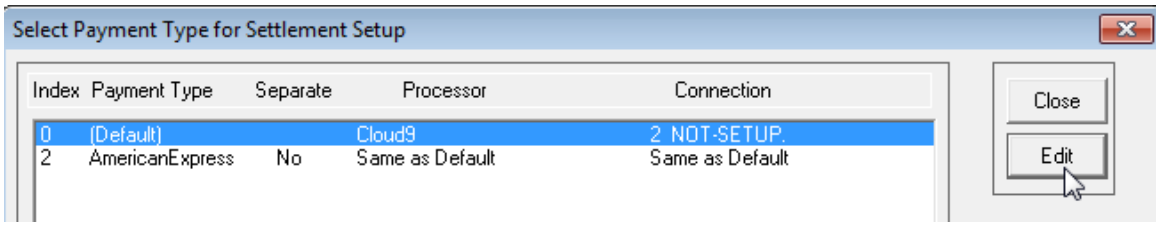
2.2.10 Click Close.



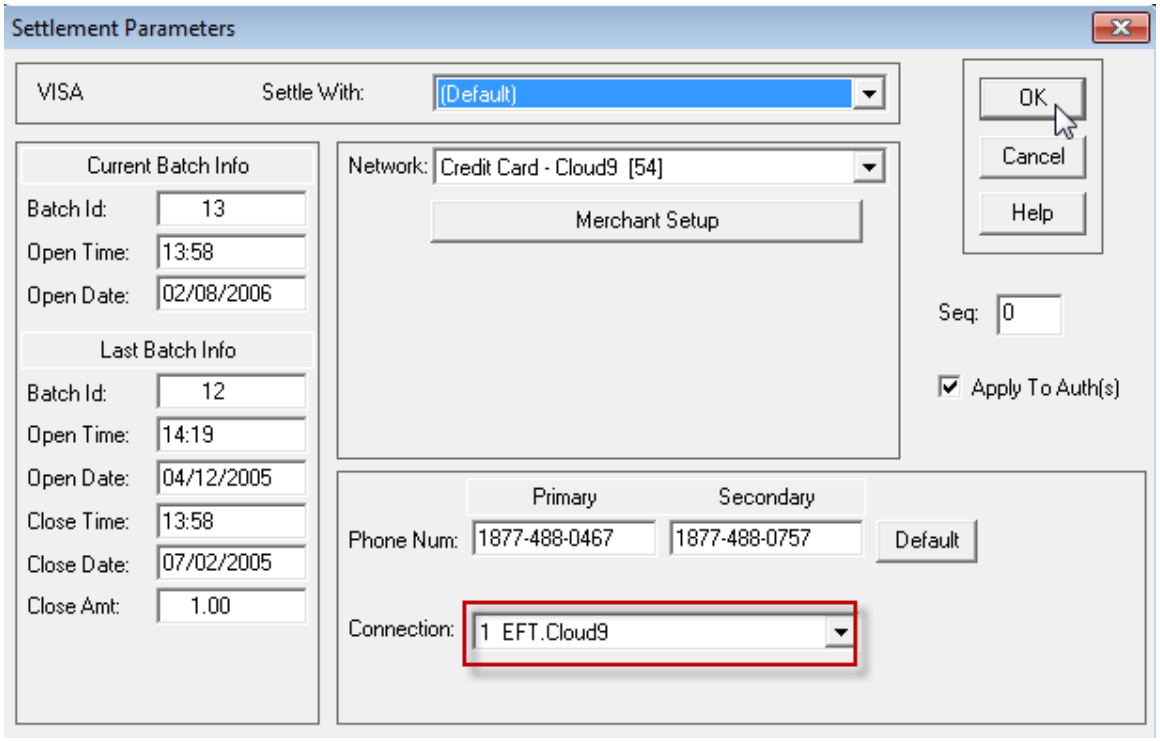
2.2.11 Navigate to Configuration->Settlement Configuration.



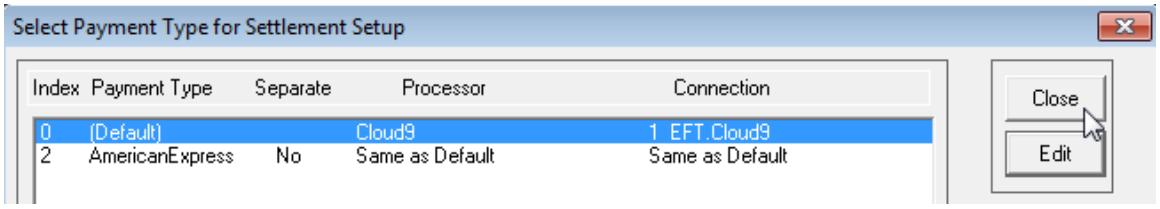
2.2.12 Click Edit.



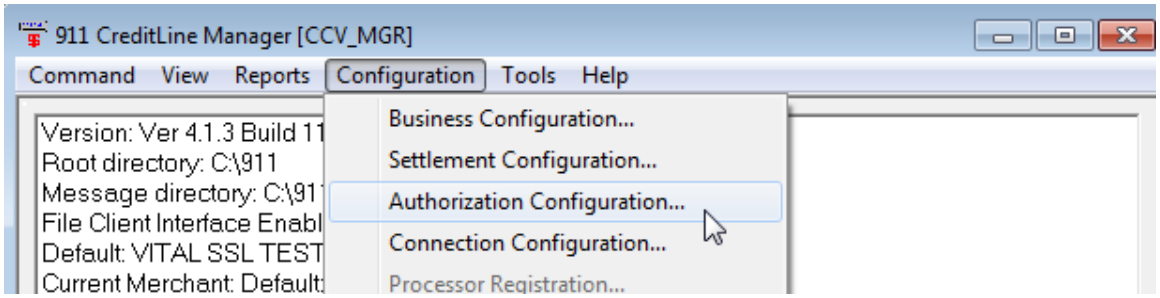
2.2.13 Ensure the Connection is EFT.Cloud9, then click OK.



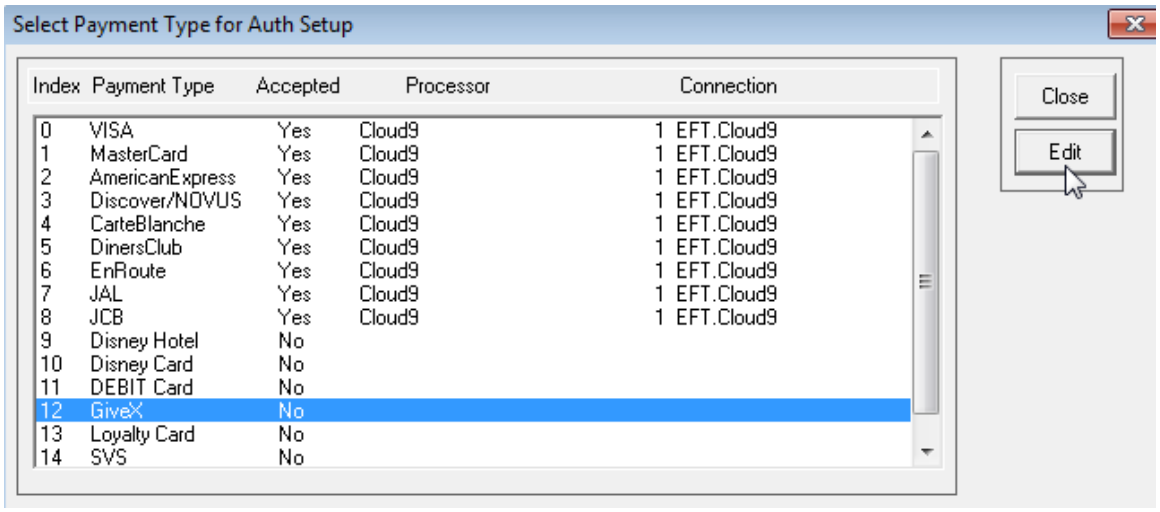
2.2.14 Click Close.



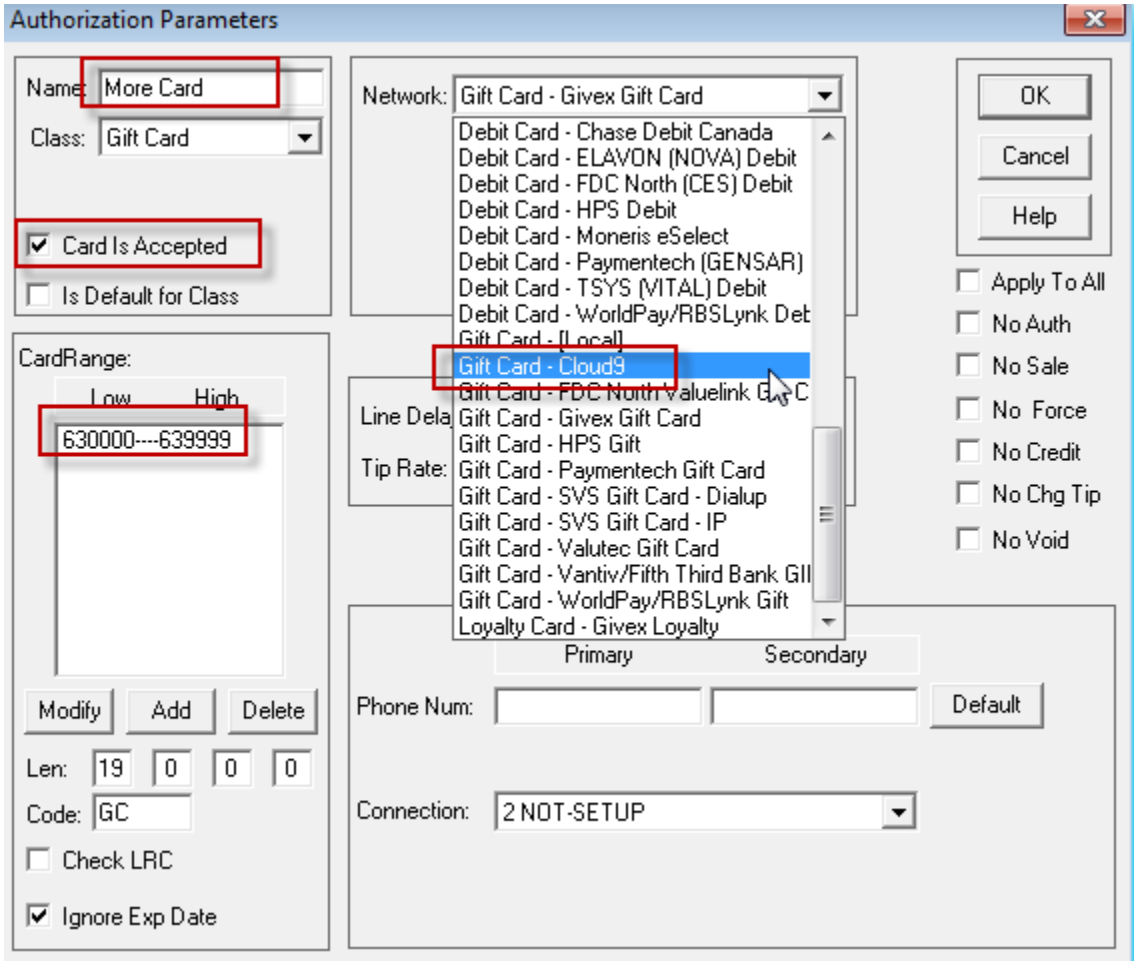
2.2.15 Navigate to Authorization Configuration.



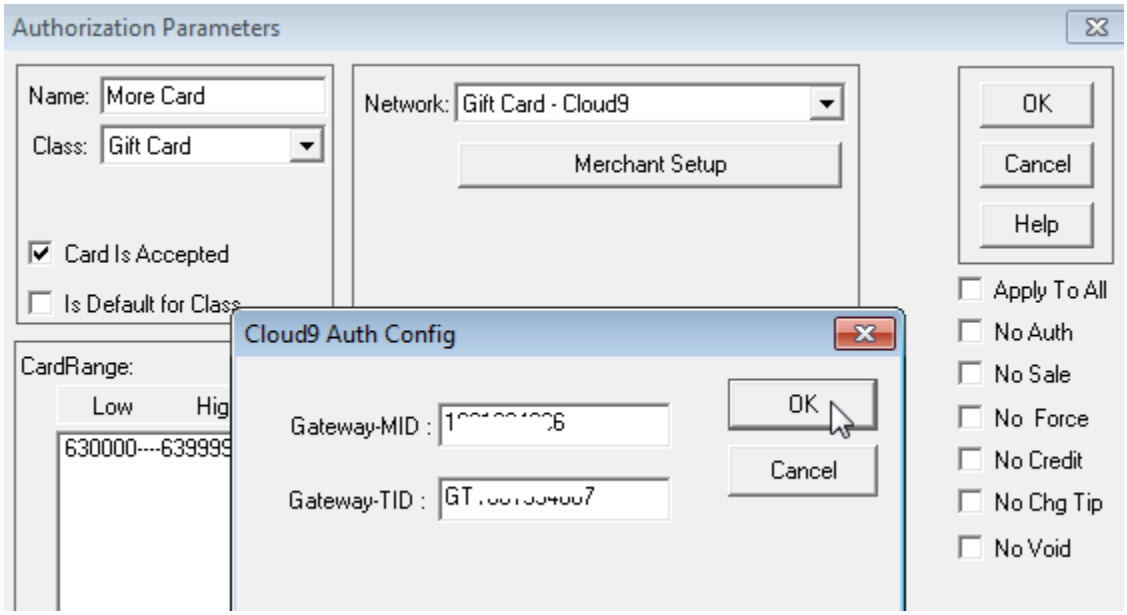
2.2.16 Select Index12 then click Edit.



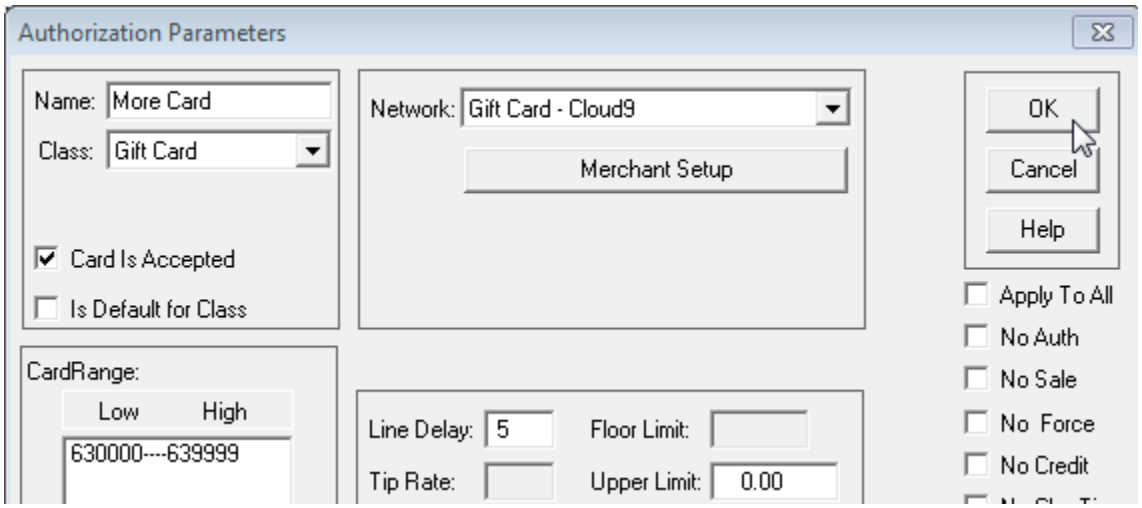
2.2.17 Please enter the Name, check the Card Is Accepted, input the Card Range then select Gift Card-Cloud9 as Network.



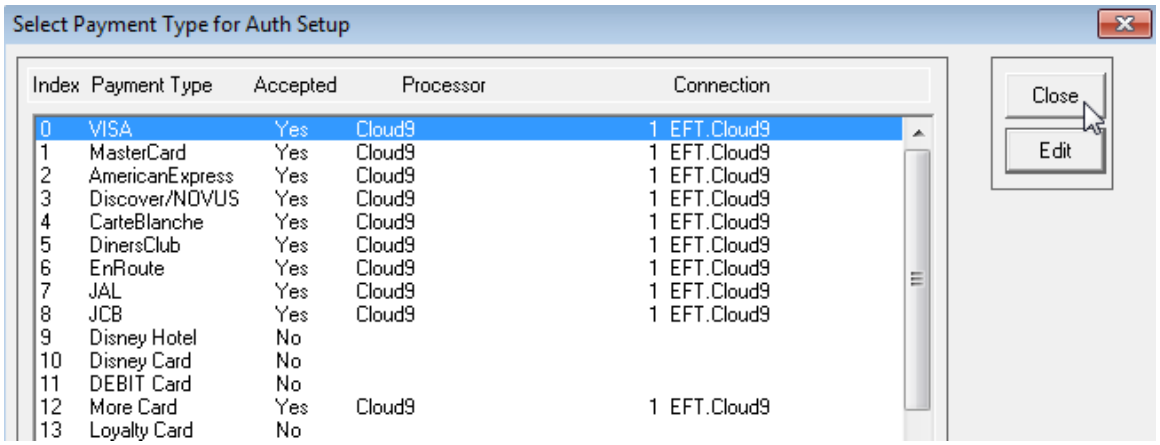
2.2.18 Input the Gateway-MID and Gateway-TID record in 1.2.12



2.2.19 Click OK.



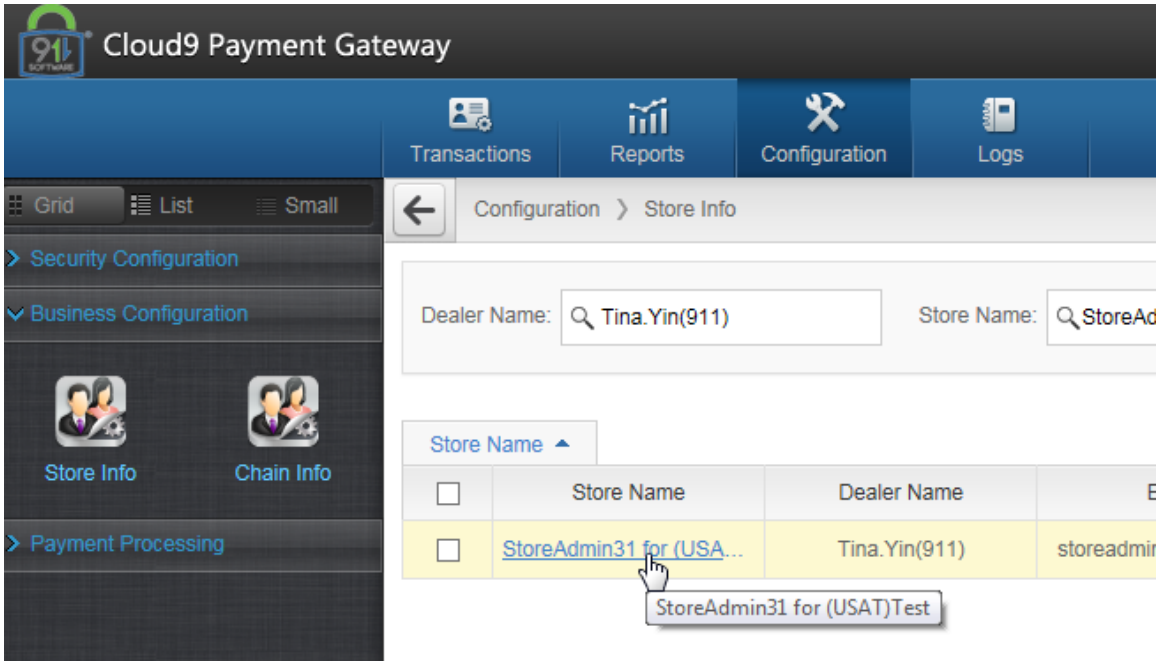
2.2.20 Click Close.



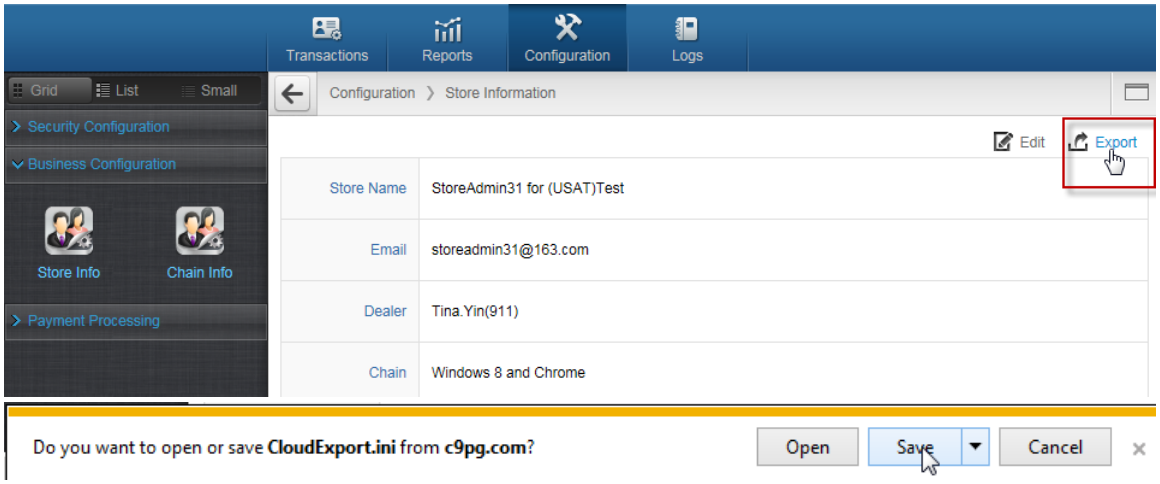
2.3 CreateLine Business Configuration

2.3.1 Logon Cloud9' website as Dealer Admin or Store Admin, then navigate to Configuration->Business Configuration->Store Info.

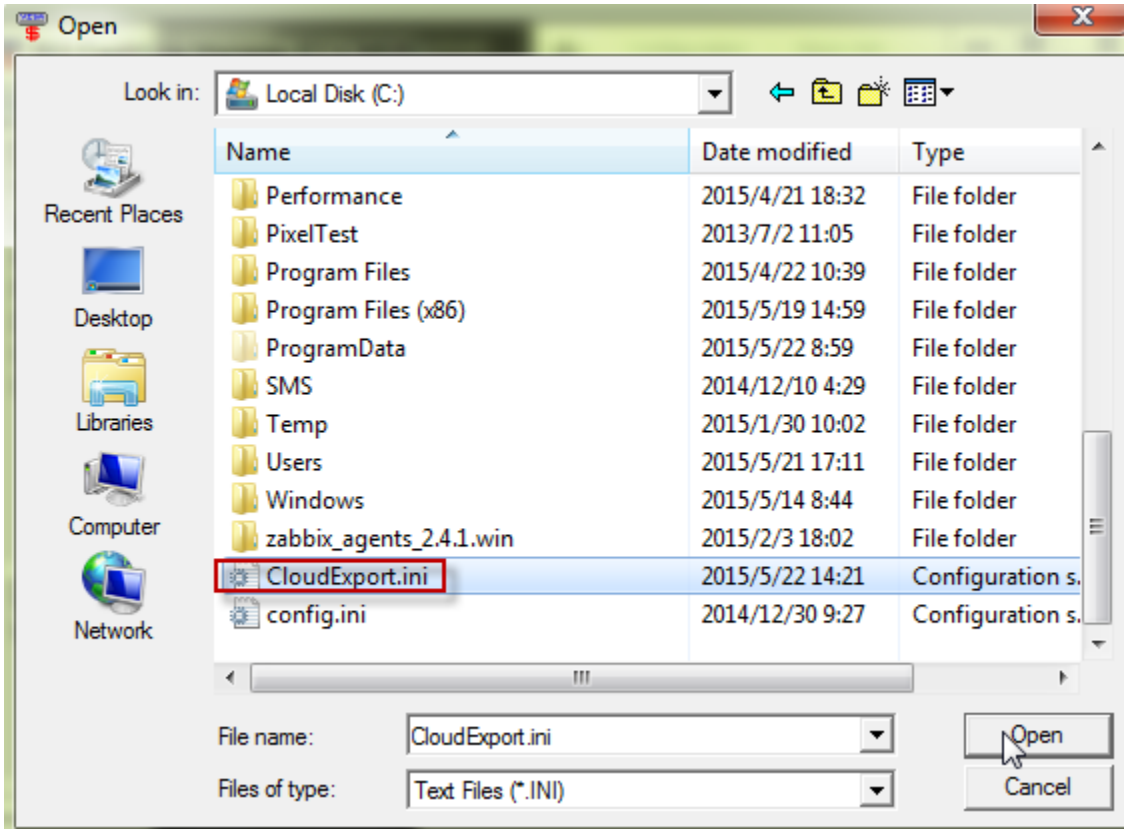
2.3.2 Click the store name.



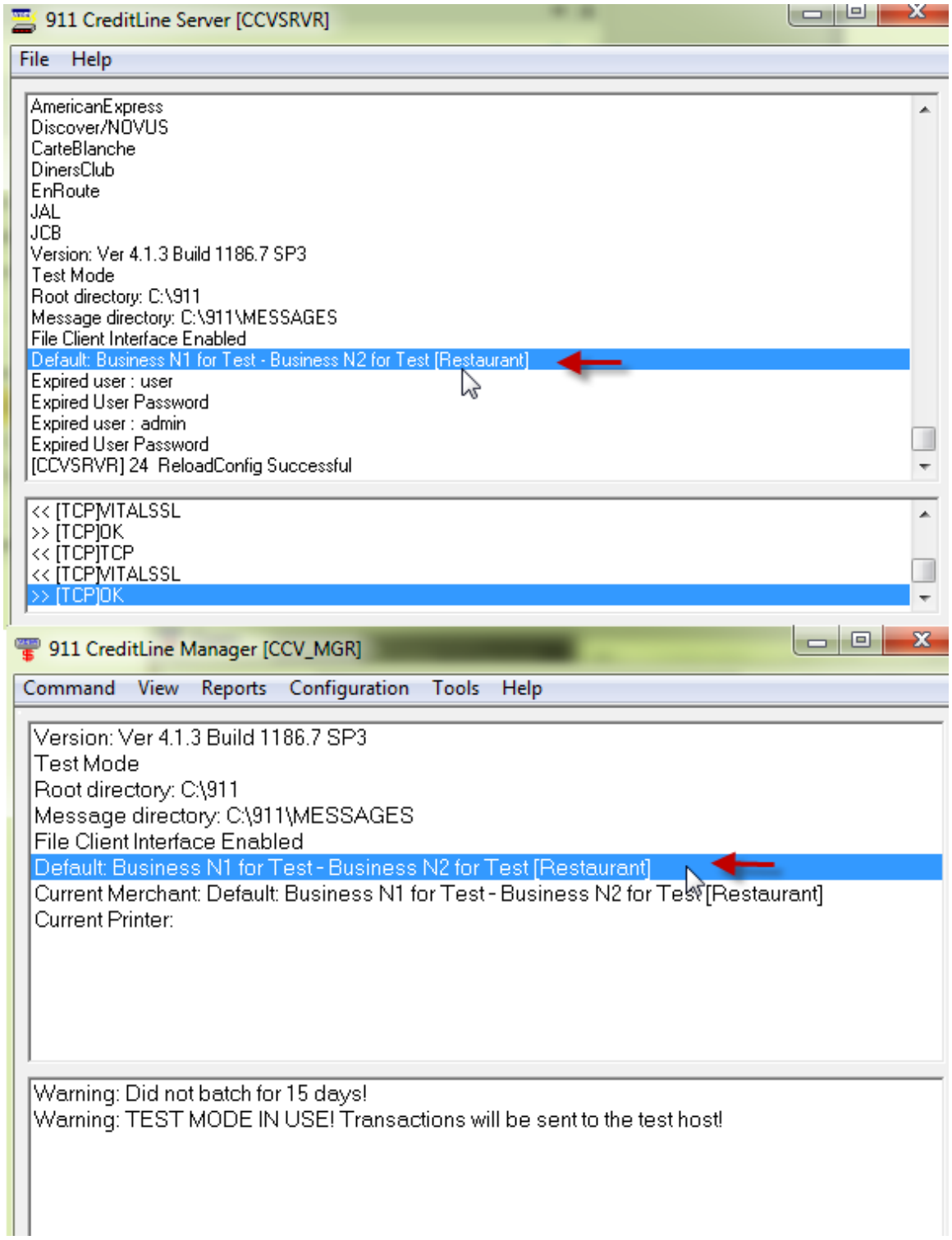
2.3.3 Click Export on the right and save the export file.



2.3.4 Logon CreditLine Manager then click Tools->Import Configuration, then browse the exported file in step 2.3.3 to import the file.



2.3.5 You can see the business info has been updated.


911 CreditLine Server [CCVSRVR]
File Help
AmericanExpress
Discover/NOVUS
CarteBlanche
DinersClub
EnRoute
JAL
JCB
Version: Ver 4.1.3 Build 1186.7 SP3
Test Mode
Root directory: C:\911
Message directory: C:\911\MESSAGES
File Client Interface Enabled
Default: Business N1 for Test - Business N2 for Test [Restaurant]
Expired user : user
Expired User Password
Expired user : admin
Expired User Password
[CCVSRVR] 24 ReloadConfig Successful
<< [TCP]VITALSSL
>> [TCP]OK
<< [TCP]TCP
<< [TCP]VITALSSL
>> [TCP]OK
911 CreditLine Manager [CCV_MGR]
Command View Reports Configuration Tools Help
Version: Ver 4.1.3 Build 1186.7 SP3
Test Mode
Root directory: C:\911
Message directory: C:\911\MESSAGES
File Client Interface Enabled
Default: Business N1 for Test - Business N2 for Test [Restaurant]
Current Merchant: Default: Business N1 for Test - Business N2 for Test [Restaurant]
Current Printer:
Warning: Did not batch for 15 days!
Warning: TEST MODE IN USE! Transactions will be sent to the test host!

3. Integrate your POS with CreditLine as before.

4. Configure and Run the Cloud9's FrontEnd.

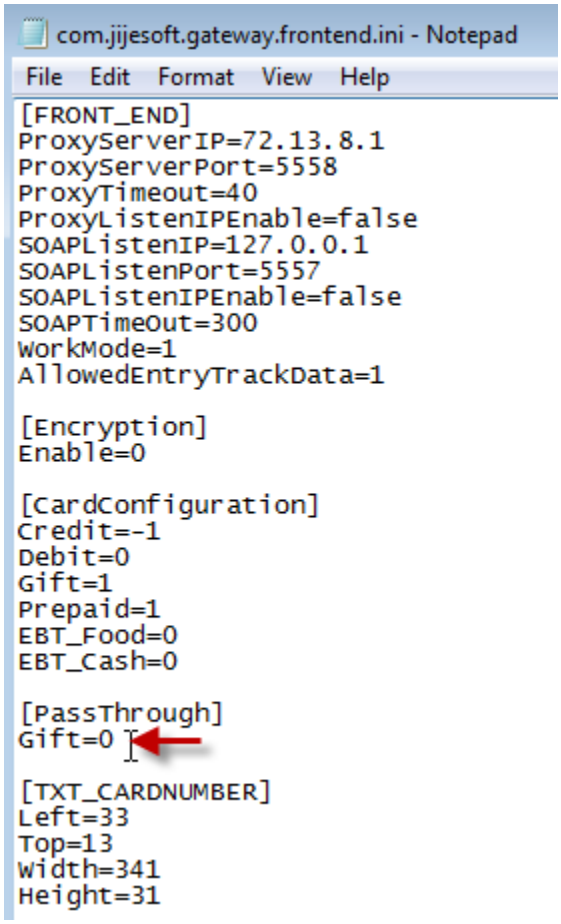
4.1 Please download the latest Cloud9's FrontEnd:

http://www.911software.com/files/Cloud9/FrontEnd/

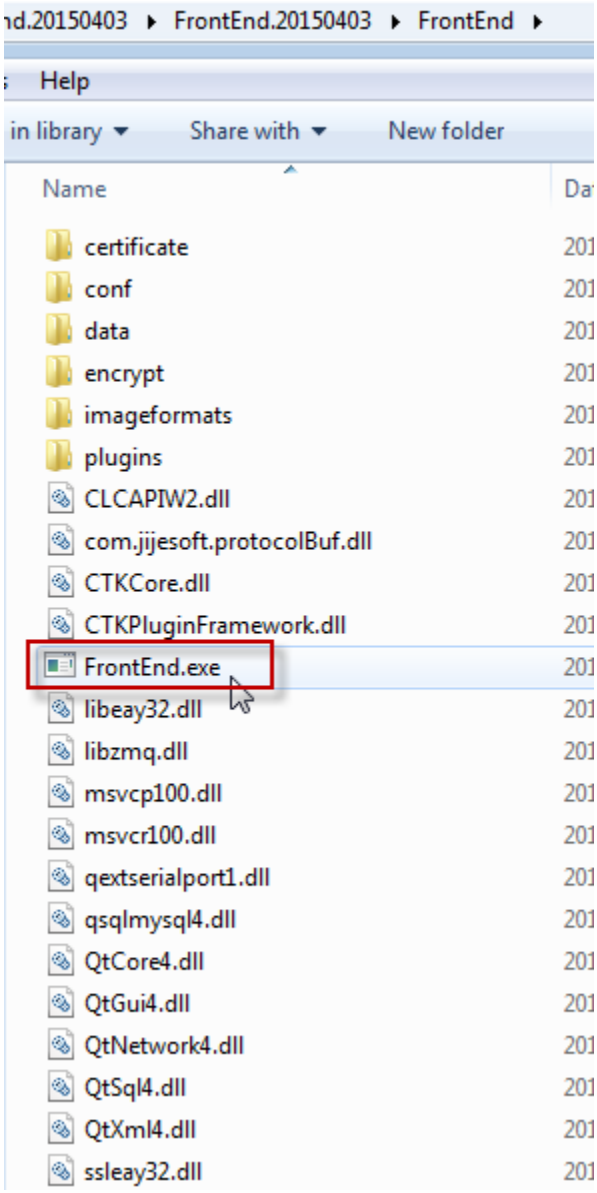
4.2 Copy the FrontEnd into the POS merchant.

4.3 Double click …\FrontEnd\conf\com.jijesoft.gateway.frontend.ini

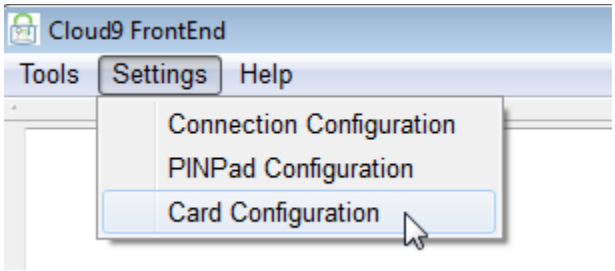
Set *Gift=0* as the following screenshot.



4.4 Double click … \FrontEnd\FrontEnd.exe

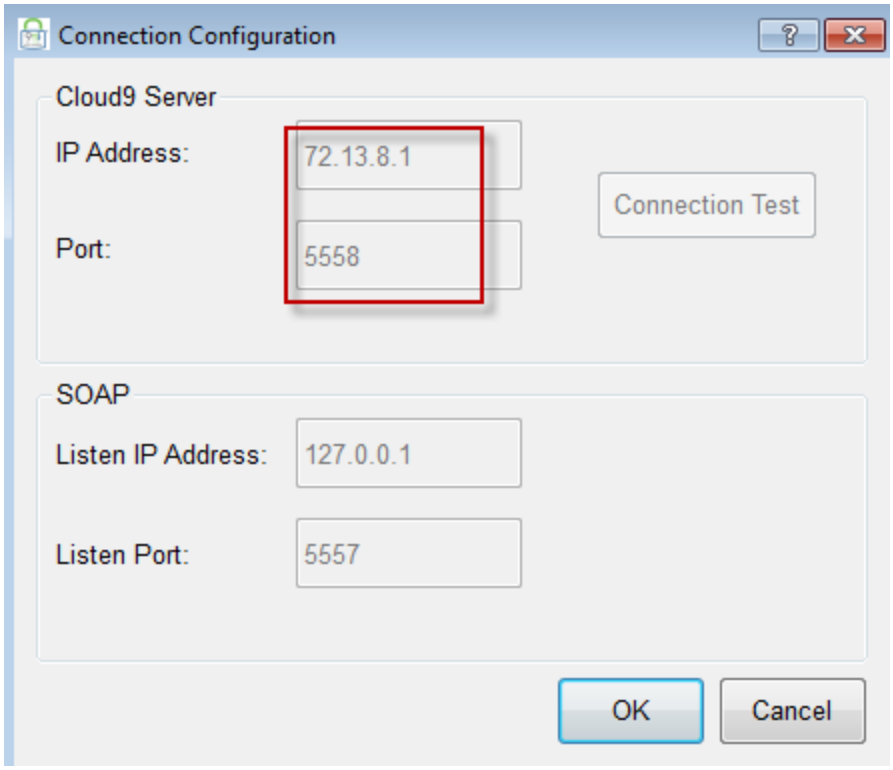


4.5 Configure the Card if you need.



4.6 Ensure Cloud9's FrontEnd is running.

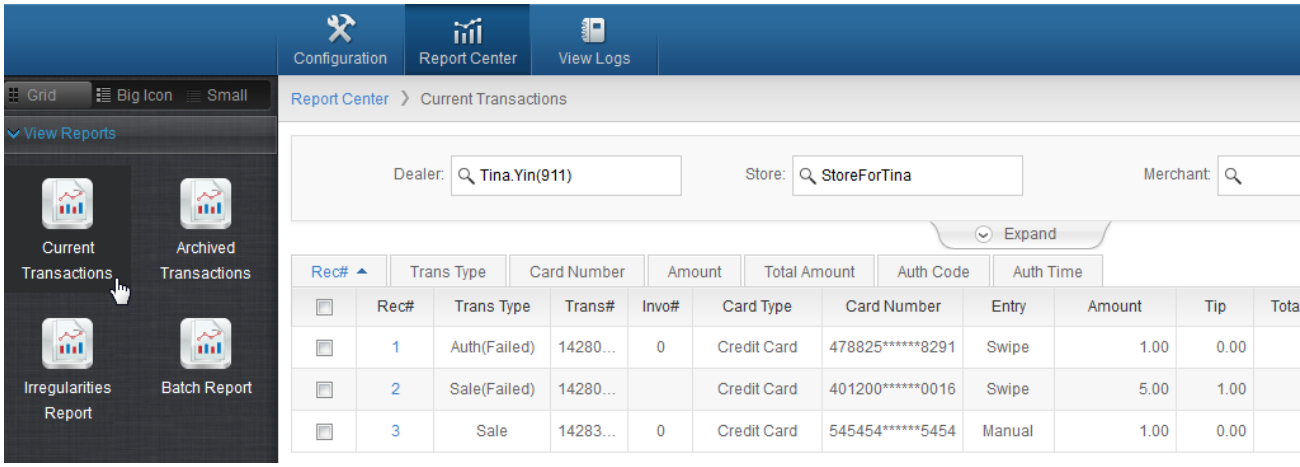
Ensure the FrontEnd's machine can access Cloud9 Server(72.13.8.1). If you turn on your firewall, please add port 5558 to exception.



Then do some transactions.

5. Check the Report.

Logon Cloud9's website as Dealer admin, Dealer user, Store admin or Store user.
Then click Report Center on the navigation, then click Current Transactions to view the transactions in 4.6



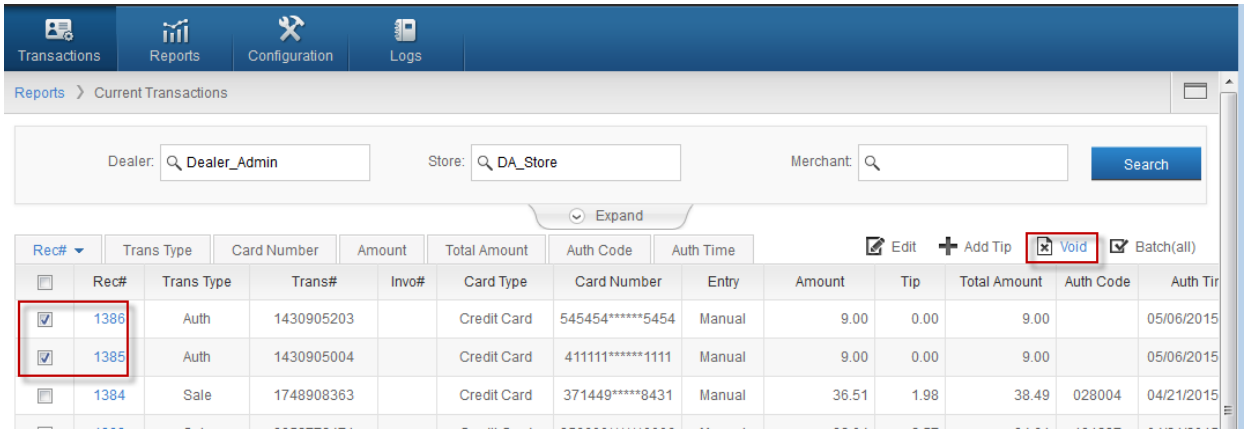
6. The operations of the transactions on website.

Logon Cloud9's website as Store Admin and navigate to Transactions->Current Transactions.

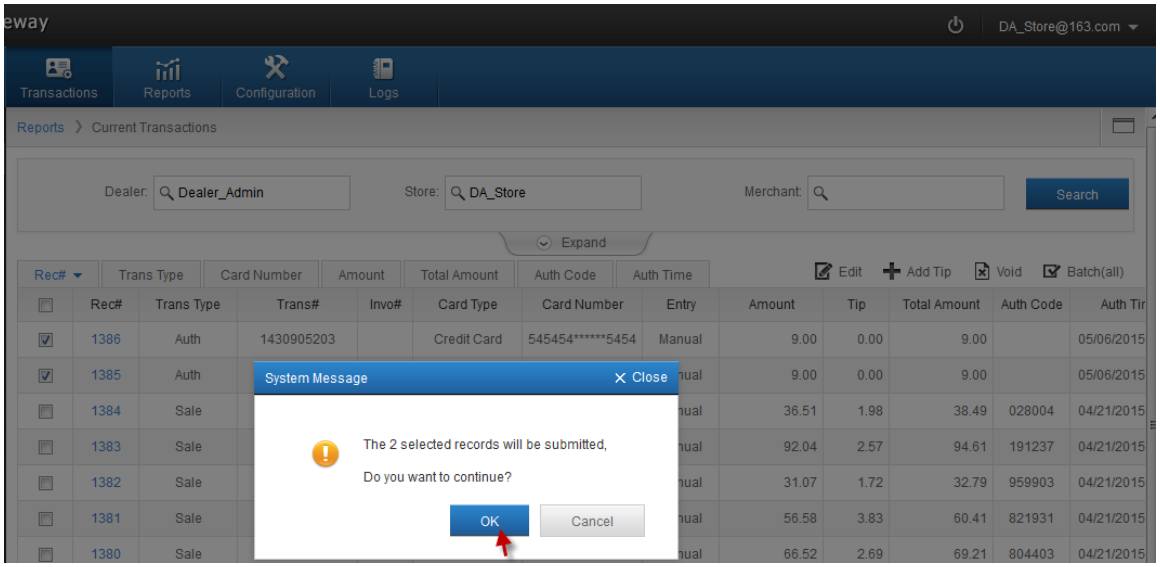
Note: USAT not support "Edit", "Add Tip", "Batch" operation, if you click these icon you will get the message "Submit failed.Reason:This kind of transaction is not allowed.

The "Void" operation is supported, the following is the steps to void the transactions:

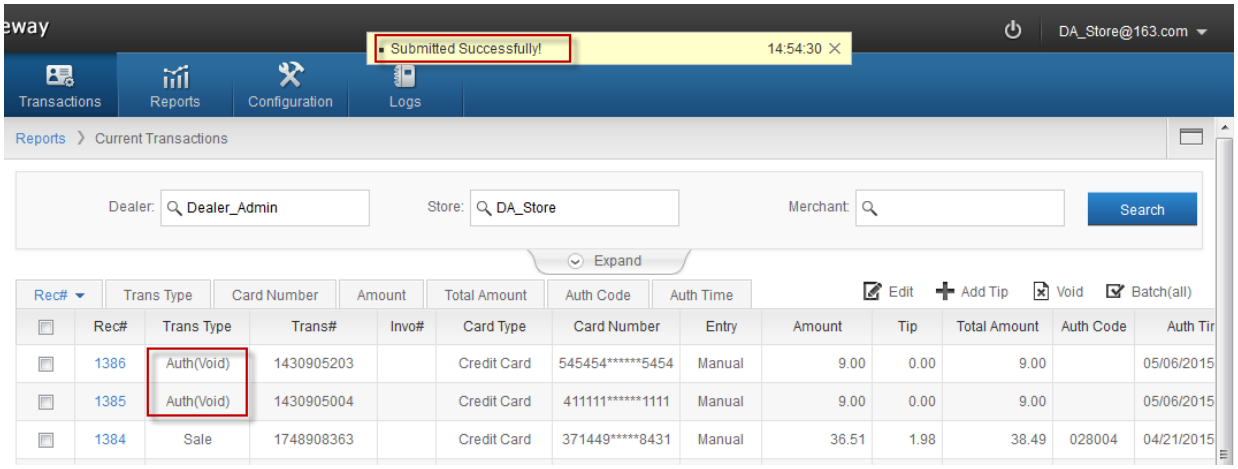
6.1 Select the transactions you want to void and then click Void on the right.



6.2 Click OK on the popup page.



6.3 If void transactions successfully, you will get the message "Submitted Successfully".


eway
Submitted Successfully!
14:54:30
DA_Store@163.com
Transactions
Reports
Configuration
Logs
Reports
Current Transactions
Dealer:
Dealer_Admin
Store:
DA_Store
Merchant:
Search
Expand
Rec#
Trans Type
Card Number
Amount
Total Amount
Auth Code
Auth Time
Edit
Add Tip
Void
Batch(all)
Rec# Trans Type Trans# Invo# Card Type Card Number Entry Amount Tip Total Amount Auth Code Auth Tir
1386 Auth(Void) 1430905203 Credit Card 545454******5454 Manual 9.00 0.00 9.00 05/06/2015
1385 Auth(Void) 1430905004 Credit Card 411111******1111 Manual 9.00 0.00 9.00 05/06/2015
1384 Sale 1748908363 Credit Card 371449*****8431 Manual 36.51 1.98 38.49 028004 04/21/2015